

England Infected Blood Support Scheme (EIBSS) Discretionary one-off payments - Guidance Document

Discretionary one-off payments are a form of financial support that beneficiaries and bereaved spouses/partners may apply for to cover the cost of certain essential health-related items or services. Further evidence may be required to demonstrate need. You must apply for payment before committing to payments of any services or expenditure. **Please note any payments you make before approval may not be paid.**

Discretionary one-off payments for infected beneficiaries

These one-off payments are available per rolling 12 month period unless stated otherwise:

Discretionary one-off payment type	Maximum payment (up to)
Counselling	£900
Respite break	£750 for a beneficiary and £750 for a carer (where required)
Hospital travel costs (per month)	£150
Hospital travel costs for family during a period of hospitalisation (per month)	£250
Accommodation adaptations (every 10 years)	£2,500
Accommodation repairs	£2,500
Mobility aids	£2,500
Car repairs	£500
Motability deposits (every 3 years)	£500
Dental Costs	Band 3 of NHS dental charges, £282.80 as of December 2020
Specialist bed and mattresses (every 10 years in line with mattress guarantees)	£1,500
Signposting – Welfare advice	Ongoing until case closes
Signposting – Money advice	Ongoing until case closes
Signposting – National Careers Service	Ongoing until case closes
Employment training	No maximum
Funeral pre-payment plan (one off)	£4,500

Discretionary one-off payments for bereaved spouses/partners

These one-off payments are available per rolling 12 month period unless stated otherwise:

Discretionary one-off payment type	Maximum payment (up to)
Counselling	£900
Signposting – Welfare advice	Ongoing until case closes
Signposting – Money advice	Ongoing until case closes
Signposting – National Careers Service	Ongoing until case closes
Employment training	No maximum
Funeral costs for a primary beneficiary	£4,500

Counselling

A discretionary one-off payment of up to £900 per rolling 12 month period, is available towards counselling costs for a beneficiary, bereaved beneficiary and their families. This is in response to beneficiary feedback about the difficulties they have faced when seeking counselling.

Funding is available for:

- The cost of an assessment with a counsellor
- The number of counselling sessions required

To apply through EIBSS, the applicant must send:

- A completed counselling discretionary one-off payment application form;
- A medical letter from a registered counsellor confirming the cost of the assessment
- and/or
- A medical letter from a registered counsellor confirming the cost and number of counselling sessions you require and confirmation of which approved register for counsellors they are on.

For help finding a locally registered counsellor visit the links below:

- www.nhs.uk - services near you
- www.mind.org.uk - talking therapy and counselling
- British Association for Counselling and Psychotherapy

If you're under the care of a specialist, the treatment centre you attend may be able to refer you to services in your area. You may also get further support from supporting organisations such as Hepatitis C Trust, Terrence Higgins Trust and Haemophilia Society. For more information visit our Counselling support webpage.

Respite break

A discretionary payment of up to £750 per rolling 12 month period is available towards the cost of a respite break for an infected beneficiary and additional funding for their carer (where required).

The respite break must be recommended by a medical professional, following an exacerbated period of ill-health as a direct result of the HIV and/or hepatitis C infection or its treatment.

The respite break must be for no longer than one week and if travelling abroad, must not be longer than a short-haul flight of up to 3 hours. The quotes for the break must be dated within three months of the application date. To apply through EIBSS, the applicant **must** send:

- A completed respite break discretionary one-off payment application form by you and your medical specialist;
- Two quotes from a travel agent on letter headed paper or internet pages which show the full itinerary of the break.

Hospital travel costs

A discretionary payment of up to £150 per month towards hospital travel costs is available for an infected beneficiary. There are two ways in which you can claim hospital travel costs.

Healthcare Travel Costs Scheme (HTCS)

You may already be eligible for support for travel costs under the [Healthcare Travel Costs Scheme \(HTCS\)](#). If you are eligible you may be able to claim travel costs at the hospital on the day of your appointment and will not require you to apply through EIBSS. If you have any queries about claiming through the Healthcare Travel Costs Scheme, please contact us.

EIBSS Hospital Travel Costs Discretionary payments

You can claim for hospital travel costs through EIBSS if you are not eligible for Healthcare Travel Costs Scheme (HTCS). All applications must be made within three months of the date that the charges were paid.

If the applicant travelled by car and the claim is approved, they will be reimbursed for the cost of fuel at the current NHS rate of 37 pence per mile. Taxi fares will only be approved where it has been agreed in advance with EIBSS before travel. Transport costs can be claimed for an escort, where this is confirmed as being medically necessary by a medical professional.

To apply through EIBSS, the applicant **must** send:

- A completed Hospital travel costs discretionary one-off payment application form;
- A copy of the appointment letter or card; And where appropriate:
- Details of any car journeys and number of miles being claimed
- Copy of any public transport or parking receipts
- Confirmation of medical need for an escort.

Hospital travel costs for family during a period of hospitalisation

Immediate family can also claim visiting costs where the infected beneficiary is hospitalised. A discretionary payment of up to £250 per month towards hospital travel costs is available during a period of a beneficiary being hospitalised.

To apply through EIBSS, the beneficiary **must** send:

- A completed Hospital travel costs discretionary one-off payment application form
- Confirmation of dates of hospitalisation

And where appropriate:

- Details of any car journeys and number of miles being claimed
- Copy of any public transport or parking receipts

Accommodation adaptations

A discretionary payment of up to £2,500 is available every 10 years towards the cost of home adaptations required to prevent serious risk to the health and safety of an infected beneficiary. You may be able to get assistance from your local council.

Contact your local council

All beneficiaries can contact their local authority (LA) as the first point of call for getting help as some adaptations may be provided by local councils. The beneficiary's LA Social Services department will arrange an Occupational Therapist (OT) assessment to be undertaken. We will require a copy of the assessment to determine the adaptations which will support your needs.

Disabled Facilities Grant (DFG)

If the beneficiary is a homeowner, they may qualify for a Disabled Facilities Grant (DFG) which are available from local council offices. DFGs available include bathrooms, shower/wet rooms, installing ramps, widening doors, improving access to the property, rooms and its facilities, providing a suitable heating system and adapting heating or lighting controls to make them easier to use. If you do not qualify for a DFG, we will require confirmation of this.

If the beneficiary resides in rented accommodation, such as from the council, housing association or private landlord, an application should first be made to the homeowner for this support.

If the beneficiary cannot receive this support elsewhere, or if support is only partially offered, a discretionary payment is available per home adaptation from EIBSS; each adaptation can only be claimed once in a 10 year period.

To apply through EIBSS, the applicant **must** send:

- A completed accommodations adaptation discretionary one-off payment application form;
- A copy of correspondence(s) from the LA/Social Services/OT assessor;
- Two detailed quotes for the work on letter headed paper; And where appropriate:
- Confirmation they do not qualify for a DFG; or
- Confirmation (if renting) that support is not available from the homeowner.

Accommodation repairs

A discretionary payment of up to £2,500 per rolling 12 month period is available towards repairs to the home that are required to prevent serious risk to the health and safety of an infected beneficiary.

The beneficiary's insurance company should be the first point of call for getting help as some repairs may be provided under their policy. We will require a copy of the policy to confirm the repairs cannot be completed under their agreement.

If the beneficiary resides in rented accommodation, such as from the council, housing association or privately landlord, an application should first be made to the homeowner for this support.

If the beneficiary cannot receive this support elsewhere, a discretionary payment is available from EIBSS.

To apply through EIBSS, the applicant **must** send:

- A completed accommodation repairs discretionary one-off payment application form;
- Confirmation from the insurance company that support is not covered or only partly covered;
- Two quotes for the work on letter headed paper; And if in rented accommodation:
- Confirmation from the homeowner that the repair is not their responsibility.

Mobility aids

A discretionary payment up to £2,500 per rolling 12 month period is available towards specialist equipment required for an infected beneficiary's disability, such as a wheelchair, stair-lift, bath-hoists or specialist furniture.

Some specialist centres who provide medical treatment to beneficiaries may be able to provide specialist equipment. If specialist equipment is not available from them, the beneficiary will need to contact their local authority (LA).

The beneficiary's LA Social Services department will arrange and an Occupational Therapist (OT) assessment to be undertaken. We will require a copy of the assessment to determine the specialist equipment which will support your needs.

If the beneficiary cannot receive this support from the LA a discretionary payment is available from EIBSS.

To apply through EIBSS, the applicant **must** send:

- A completed mobility aids discretionary one-off payment application form;
- A copy of correspondence(s) from the local authority/social services/OT assessor;
- Confirmation that support is not available through their local authority; and
- Two detailed quotes on letter headed paper for the aids.

Car repairs

A discretionary payment of up to £500 per rolling 12 month period is available towards car repairs for an infected beneficiary. This does not cover MOT, service, vehicle tax or insurance costs. To apply through EIBSS, the applicant **must** send:

- A completed car repair discretionary one-off payment application form; and
- Two quotes on letter headed paper for the repairs.

Motability deposits

A discretionary payment up to £500 every three years, is available for an infected beneficiary towards the deposit of a car hired on the Motability Scheme.

An application must be made to the [Motability Scheme for a Motability Charitable Grant](#) first before applying to EIBSS. If the beneficiary is not able to receive full support from the Motability Charitable Grant, they may apply through EIBSS.

To apply through EIBSS, the applicant **must** send:

- A completed Motability deposits discretionary one-off payment application form;
- A copy of eligibility outcome, or the decline/part funding response from the Motability Scheme; and
- A quote for the car on Motability Scheme (the Motability deposit can be claimed once in a three year period)

Dental costs

A discretionary payment of up to a band three NHS dental treatment charge is available per rolling 12 month period for an infected beneficiary where the dental treatment is deemed necessary following a check-up.

A discretionary payment is not available for the cost of an NHS dental check-up or for private dental check-up.

A beneficiary can attend a private dental clinic for treatment, however only up to the maximum NHS band three dental charge can be claimed.

To apply through EIBSS, the applicant **must** send:

- A completed dental costs discretionary one-off payment application form; and
- A quote for the dental work(s) required.

Specialist bed and mattress

A discretionary payment of up to £1,500 every 10 years, is available towards the cost of a specialist bed and/or mattress which have been medically recommended and required as a result of the HIV or hepatitis C infection. This can be claimed once in a 10 year period; in line with mattress guarantees.

To apply through EIBSS, the applicant **must** send:

- A completed specialist bed and mattress discretionary one-off payment application form, including sections 6 and 7 by the medical specialist confirming the necessity and requirements of the specialist bed and/or mattress and the link to the HIV or hepatitis C infection; and
- Two quotes on letter headed paper or internet pages for a specialist bed and mattress showing that the bed and mattress meet the medically recommended requirements.

Signposting to external services

You must apply for payment of external services before committing to payments of any services or expenditure. Please note any payments you make before approval may not be paid.

Money Management Advice

The [Money Advice Service](#) offers free and impartial money advice for an infected beneficiary and bereaved beneficiary who may wish to access these resources to help improve their finances. Where required, EIBSS may cover the cost of the Money Advice Service adviser's fee (or similar) and the one-off cost (following adviser recommendation) for services such as a Debt Relief Order fee.

Benefits Advice

The [Citizens Advice Bureau](#) offers free benefits advice for an infected beneficiary or a bereaved beneficiary. Where required, EIBSS may cover the cost of the adviser's fee. A beneficiary may wish to use an independent benefit adviser and can contact EIBSS for further information on their local services.

Career Advice

The [National Careers Service](#) offers free advice on learning, training and employment for an infected beneficiary or a bereaved beneficiary. Where required, EIBSS would cover the cost of the adviser's fee. A beneficiary may wish to use an alternative service and can contact EIBSS for further information on their local services.

Employment training

A discretionary payment can be claimed once per rolling 12 month period towards employment training costs for an infected beneficiary to improve employment opportunities.

This may also be available to bereaved beneficiaries to support them to gain employment following the caring duties of the infected beneficiary.

This payment is not available towards Higher education or child education-related costs.

To apply through EIBSS, the applicant **must** send:

- A completed employment training discretionary one-off payment application form;
- Detailed information about the course they wish to undertake including an outline of the planned career path; and
- A quote from the educational establishment on letter headed paper or internet pages.

Funeral costs

A payment of up to £4,500 can be claimed towards the cost of an infected beneficiary's funeral if they have passed away or received a hepatitis stage 2 payment.

Claiming for a funeral

A discretionary payment of up to £4,500 is available for the person arranging the funeral, when an infected beneficiary has passed away.

To apply for a funeral cost payment, the applicant **must** send:

- A completed funeral costs discretionary one-off payment application form;
- A copy of the death certificate; and
- A copy of the funeral invoice or receipt.

Funeral prepayment plan for a primary beneficiary

A discretionary payment of up to £4,500 is available towards a prepayment funeral plan for an infected beneficiary that has received the hepatitis C Stage 2 payment.

To apply for a funeral prepayment plan payment, the applicant **must** send:

- A completed funeral costs discretionary one-off payment application form; and
- A quote for the pre-payment funeral plan.

Discretionary payments that will not be considered*

Household goods - internal items		
Washing machine	Tumble dryer	Washer/dryer
Fridge/freezer	Microwave	Dishwasher
Bedding	Non-specialised mattress	Cooker
Carpeting, flooring, underlay	Bed	TV
Hoover, iron, kettle, fan	Furniture	Sofa

Accommodation		
Moving home costs	Removals	Legal fees
First month deposit, rent, bond	Setting up home costs (furniture and furnishings)	Rent or mortgage related costs
Decorating costs		

Stress/Medical		
Gym membership	Glasses	Clothing
Complimentary therapies	Private medical treatment	

Motability		
Vehicle (other than Motability car)	Driving lessons	

Education or child-related costs		
IT equipment, software including printers	Computer/laptops/tablets/i Pads	Courses for children
Baby-related items	School uniform or school costs (trips, tutoring, and equipment)	Higher education (fees, living costs including travel, equipment)

Financial Assistance/Debts		
Catalogue/credit card/ loans/overdraft	Household bills (telephone, gas, electric, water, council tax)	Heating oil/wood
Power of Attorney, wills or other legal documents required	Family member funeral costs	Employment Projects (business-related costs)

*This is not an exhaustive list.